

Make a payment or lodge a request via MyCouncil Services without signing up

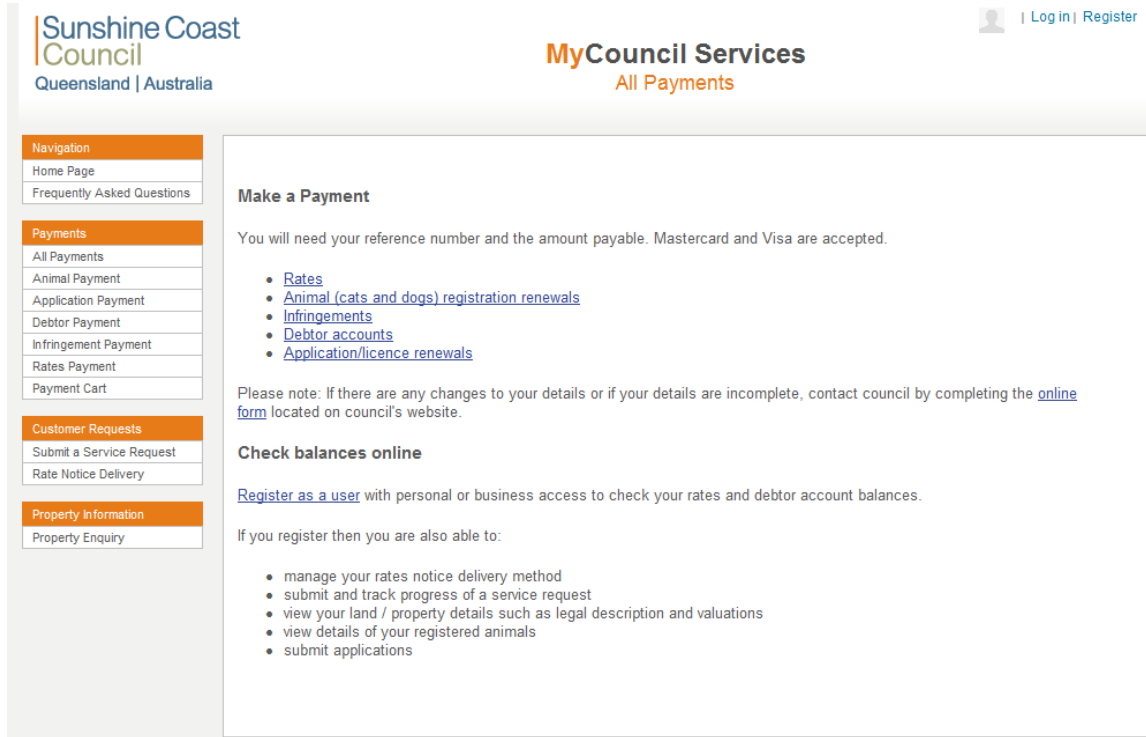
How do I make a payment or add a request without signing up to MyCouncil?

You can make a payment or lodge a request by accessing Council's website at [https://www.sunshinecoast.qld.gov.au/](https://www.sunshinecoast.qld.gov.au) then selecting the payment or request option via the I want to menu, located on the left hand side

I Want To...

- > Search council jobs
- > Check for road closures
- > Find my nearest rubbish tip
- > View PD Online
- > View the Sunshine Coast Planning Scheme
- > Check my bin day
- > Search fees and charges
- > **Make an online payment**
- > Find an off-leash dog park
- > View options to pay my rates
- > Register my pet
- > **Request a service**

Depending on the initial option you chose, you will be taken to the relevant page in MyCouncil Services. For example, if you selected **Make an online payment**, the Payment screen displays.



The screenshot shows the 'MyCouncil Services All Payments' page. On the left is a navigation menu with categories: Navigation (Home Page, Frequently Asked Questions), Payments (All Payments, Animal Payment, Application Payment, Debtor Payment, Infringement Payment, Rates Payment, Payment Cart), Customer Requests (Submit a Service Request, Rate Notice Delivery), and Property Information (Property Enquiry). The main content area is titled 'Make a Payment' and includes the following text and links:

You will need your reference number and the amount payable. Mastercard and Visa are accepted.

- [Rates](#)
- [Animal \(cats and dogs\) registration renewals](#)
- [Infringements](#)
- [Debtor accounts](#)
- [Application/licence renewals](#)

Please note: If there are any changes to your details or if your details are incomplete, contact council by completing the [online form](#) located on council's website.

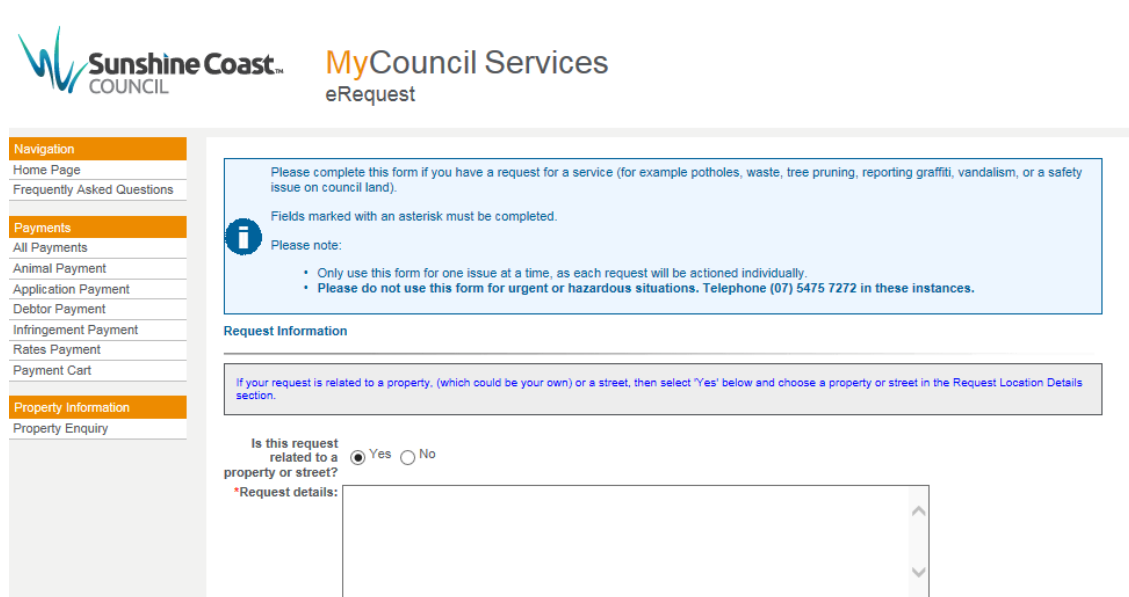
Check balances online

[Register as a user](#) with personal or business access to check your rates and debtor account balances.

If you register then you are also able to:

- manage your rates notice delivery method
- submit and track progress of a service request
- view your land / property details such as legal description and valuations
- view details of your registered animals
- submit applications

If you select Request a service then the eRequest screen shows



The screenshot shows the 'MyCouncil Services eRequest' page. The navigation menu is identical to the previous page. The main content area includes the following information:

Please complete this form if you have a request for a service (for example potholes, waste, tree pruning, reporting graffiti, vandalism, or a safety issue on council land).

Fields marked with an asterisk must be completed.

Please note:

- Only use this form for one issue at a time, as each request will be actioned individually.
- Please do not use this form for urgent or hazardous situations. Telephone (07) 5475 7272 in these instances.

Request Information

If your request is related to a property, (which could be your own) or a street, then select 'Yes' below and choose a property or street in the Request Location Details section.

Is this request related to a property or street? Yes No

*Request details:

[Text input field with scrollbars]

How do I see more details in MyCouncil & MyCouncil Services?

If you would like easy access to more information in MyCouncil then follow the [Personal Access fact sheet \[309KB\]](#)

Where do I get help with MyCouncil & MyCouncil Services?

MyCouncil has a list of [FAQs \(Frequently Asked Questions\)](#) which you can access from the Frequently Asked Questions link shown on the MyCouncil Services menu.

If you are unable to find an answer to your question, click the link on the FAQ page and complete the [Online Support form](#).

Current as at June 2017

Sunshine Coast Council
www.sunshinecoast.qld.gov.au
mail@sunshinecoast.qld.gov.au
T 07 5475 7272 F 07 5475 7277
Locked Bag 72 Sunshine Coast Mail Centre Qld 4560